

PATENT COOPERATION TREATY

PCT

INTERNATIONAL SEARCH REPORT

(PCT Article 18 and Rules 43 and 44)

Applicant's or agent's file reference INVE25WP	FOR FURTHER ACTION see Notification of Transmittal of International Search Report (Form PCT/ISA/220) as well as, where applicable, item 5 below.	
International application No. PCT/US 01/ 32249	International filing date (day/month/year) 17/10/2001	(Earliest) Priority Date (day/month/year) 17/10/2000
Applicant INVENTIONS, INC.		

This International Search Report has been prepared by this International Searching Authority and is transmitted to the applicant according to Article 18. A copy is being transmitted to the International Bureau.

This International Search Report consists of a total of 4 sheets.

It is also accompanied by a copy of each prior art document cited in this report.

1. Basis of the report

a. With regard to the language, the international search was carried out on the basis of the international application in the language in which it was filed, unless otherwise indicated under this item.

the international search was carried out on the basis of a translation of the international application furnished to this Authority (Rule 23.1(b)).

b. With regard to any nucleotide and/or amino acid sequence disclosed in the international application, the international search was carried out on the basis of the sequence listing :

contained in the international application in written form.

filed together with the international application in computer readable form.

furnished subsequently to this Authority in written form.

furnished subsequently to this Authority in computer readable form.

the statement that the subsequently furnished written sequence listing does not go beyond the disclosure in the international application as filed has been furnished.

the statement that the information recorded in computer readable form is identical to the written sequence listing has been furnished

2. Certain claims were found unsearchable (See Box I).

3. Unity of invention is lacking (see Box II).

4. With regard to the title,

the text is approved as submitted by the applicant.

the text has been established by this Authority to read as follows:

5. With regard to the abstract,

the text is approved as submitted by the applicant.

the text has been established, according to Rule 38.2(b), by this Authority as it appears in Box III. The applicant may, within one month from the date of mailing of this international search report, submit comments to this Authority.

6. The figure of the drawings to be published with the abstract is Figure No.

as suggested by the applicant.

because the applicant failed to suggest a figure.

because this figure better characterizes the invention.

3

None of the figures.

INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 01/32249

A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 H04L29/08 H04M3/54 H04M3/51

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
IPC 7 H04L H04M G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, PAJ, INSPEC, COMPENDEX, IBM-TDB

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 557 668 A (BRADY PATRICK K) 17 September 1996 (1996-09-17)	2-4,8, 10,11, 13,14, 31,40,41
Y	abstract column 1, line 46 -column 2, line 10 column 4, line 20 -column 5, line 24 column 5, line 52 - line 56 column 9, line 22 - line 24 column 10, line 26 - line 64 claims 1-5 --- -/-	25-29, 39,42

Further documents are listed in the continuation of box C.

Patent family members are listed in annex.

* Special categories of cited documents :

- *A* document defining the general state of the art which is not considered to be of particular relevance
- *E* earlier document but published on or after the international filing date
- *L* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
- *O* document referring to an oral disclosure, use, exhibition or other means
- *P* document published prior to the international filing date but later than the priority date claimed

T later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

X document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

Y document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

& document member of the same patent family

Date of the actual completion of the international search

Date of mailing of the international search report

3 October 2002

17/10/2002

Name and mailing address of the ISA

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INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 01/32249

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	<p>"The World Wide Web (Book Chapter)" ACM WEBPAGE, 'Online! - 1999 pages 1-25, XP002215559 Retrieved from the Internet: <URL:http://www.acm.org/11b/publications/web99/web99.html#DYNAMIC WEB TECHNOLOGIES> 'retrieved on 2002-10-03! page 13, paragraph 6.5 -page 14 page 17, paragraph 6.9 -page 18 ---</p>	25-29, 39, 42
A	<p>WAYNER P: "Noverra composes Epic for Java" BYTE, MCGRAW-HILL INC. ST PETERBOROUGH, US, vol. 22, no. 7, 1 July 1997 (1997-07-01), pages 122-123, XP002080613 ISSN: 0360-5280 page 123, left-hand column ---</p>	25-29, 39, 42
A	<p>WO 00 41382 A (PAKNETX) 13 July 2000 (2000-07-13) page 9, line 1 - line 10; figure 1 page 10, line 24 -page 13, line 16 page 15, line 21 -page 16, line 6 page 18, line 10 - line 19 ---</p>	1,2,14, 31, 40
A	<p>WO 99 49669 A (CURTIS JONATHAN DAVID ;BRITISH TELECOMM (GB); COOKSON MARTIN DAVID) 30 September 1999 (1999-09-30) page 4, line 7 -page 8, line 20 ---</p>	35-38
A	<p>"AliveChat, Custom Web-based Call Centers" E-CRM GUIDE, 'Online! - 10 August 2000 (2000-08-10) pages 1-1, XP002215560 Retrieved from the Internet: <URL:http://products.ecommerce-guide.com/e-business/customer_relationship_management/965345691.html> 'retrieved on 2002-10-02! the whole document ---</p>	1-43
A	<p>"Alivechat Pro" WEBSITEALIVE, 'Online! - 19 August 2000 (2000-08-19) pages 1-1, XP002215561 Retrieved from the Internet: <URL:http://web.archive.org/web/20000819080832/http://www.websitealive.com/pro.htm> 'retrieved on 2002-10-02! the whole document ---</p>	1-43

INTERNATIONAL SEARCH REPORT
Information on patent family members
International Application No
PCT/US 01/32249

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US 5557668	A 17-09-1996	US	6226287 B1		01-05-2001
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WO 9949669	A 30-09-1999	AU	2945099 A		18-10-1999
		CA	2322398 A1		30-09-1999
		EP	1062820 A1		27-12-2000
		WO	9949669 A1		30-09-1999